

Case Study: Large Electric & Gas Utility (East Coast)

Achieving Data Certainty to the Edge



This utility, with **2.7 million customers**, reached a critical turning point during a US\$100 million upgrade to its Field Area Network (FAN). With over 80,000 endpoints spread across its service area, the project was on the verge of collapse due to persistent data lapses and a lack of visibility into edge performance.

Challenge: A "Bitter Edge" Blind Spot

The project team hit a wall when significant gaps in data collection prevented the network from meeting performance standards. The complexity of the network, combined with technical limitations, created a "perfect storm" of troubleshooting obstacles:

- **Visibility Gaps:** Traditional monitoring (Ping/SNMP) was not possible due to the low-bandwidth **900 MHz SCADA backhaul**.
- **The "Blame Game":** Without hard data, a culture of finger-pointing emerged between internal teams and external vendors regarding the root cause of failures.
- **Scale Complexity:** Managing over 80,000 endpoints manually was unfeasible, especially when the source of sporadic data collection remained a mystery.
- **Operational Risk:** Critical day-to-day utility services were at risk, and the sheer volume of "truck rolls" (dispatching technicians) was becoming a massive financial drain.

Solution: Modeling the Whole Ecosystem

Komodo Eye® was deployed to gain granular insights into the FAN. Unlike traditional tools, Komodo Eye focused on the relationships between devices, regardless of the manufacturer.

- **Deep Failure Analysis:** The platform evaluated both physical and virtual relationships in the network model to pinpoint exactly where conversations failed.
- **Pattern-Based AIOps:** By monitoring the unique volume and rhythm of every conversation pattern, the system identified anomalies that humans—and standard monitors—simply couldn't see.
- **Single Pane of Glass:** All monitored data was aggregated into a single platform, eliminating data silos and vendor disputes.

"Komodo Eye not only identifies issues but can be configured to automatically correct communication problems with equipment at the bitter edge."
-Project Manager

Results: From Near-Failure to Resounding Success

By implementing Komodo Eye's AIOps and automated features, the customer transformed its \$100M investment into a high-performing asset.

Key Metric	Result
Data Certainty	Achieved 100% visibility across 80,000+ edge elements.
Operational Efficiency	Drastically reduced truck rolls via automated problem resolution.
Project Status	Salvaged the project from "near failure" to a documented success.
Root Cause Resolution	Eliminated vendor finger-pointing with objective network modeling.

Conclusion

The partnership with Komodo Eye proves that even the most bandwidth-constrained networks can achieve **Data Certainty**. By leveraging industry-leading network modeling and **Automated Problem Remediation**, the customer ensured that its critical infrastructure remained reliable, scalable, and cost-effective.

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